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## CHILD ABUSE AND NEGLECT COMPLAINT REFERRAL FORM

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CREATION DATE: February 27, 2009



### Pointers to Remember:

#### Child Abuse and Neglect Complaint Referral Form Overview

1. The mission of the Child and Family Services Agency (CFSA) is to ensure the Safety, Permanence and Well Being of the abused and neglected children of the District of Columbia. In pursuit of this mission, this agency is integrally involved with the District of Columbia Family Court, as many of these children must endure multiple legal proceedings throughout their movement from unsafe environments through the foster care system and into a safe, permanent home setting.
2. The District of Columbia Superior Court is currently implementing an Integrated Justice Information System (IJIS). In support of this implementation, The Child and Family Services Agency and the D.C. Family Court have determined ways of increasing efficiency. The Child Abuse and Neglect Complaint Referral Form (Complaint Form) is the usually the first CFSA document delivered to the court upon initiation of court proceedings. As a result, the automation of the Child Abuse and Neglect Complaint Referral Form (Complaint Form) within the FACES.NET system was developed to initiate and track the processes at the court for a particular child that is involved in an abuse and/or neglect complaint. Complaint forms can be generated from both a referral and an already open case. Ultimately the information contained on the Complaint Form will be automatically transferred to IJIS via FACES.NET. **(Please be advised that the electronic submission functionality is currently on Hold. Please submit using the current manual process.)**
3. Much of the information that is needed for the CFSA complaint referral form should already exist in FACES.NET, particularly the clients' demographic information. Additionally, the complaint screen can serve as one of the historical documents maintained on the client and can be accessed through the actual complaint screen as well as the client's file cabinet in FACES.NET where a permanent record of the official complaint form is stored.

#### Complaint Form (Referral)

##### Steps Include:

*First place a Referral into focus*

**Step 1:** Hold cursor over **Referral, Court**, and then **Complaint**.

**Step 2:** Click on **Online Complaints**.

*The **Select Complaint** screen will display showing any or all exiting complaints.*

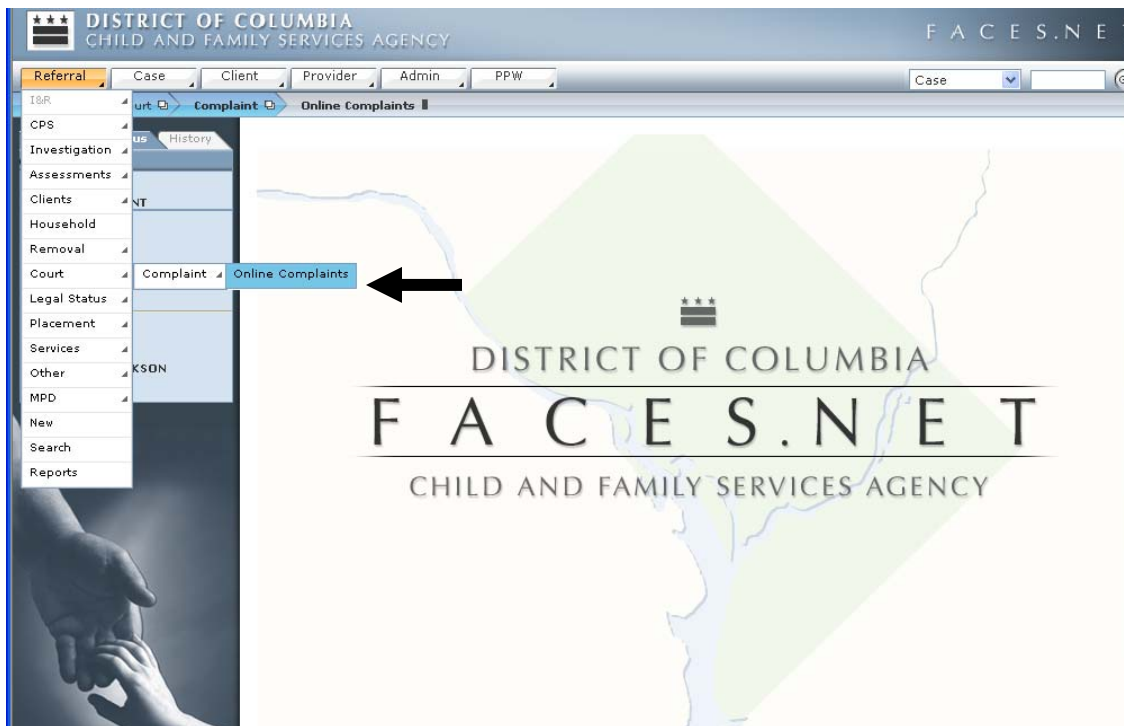


Figure 1

**Step 3:** Click on **New** to enter a new complaint on the **Select Complaint** screen.

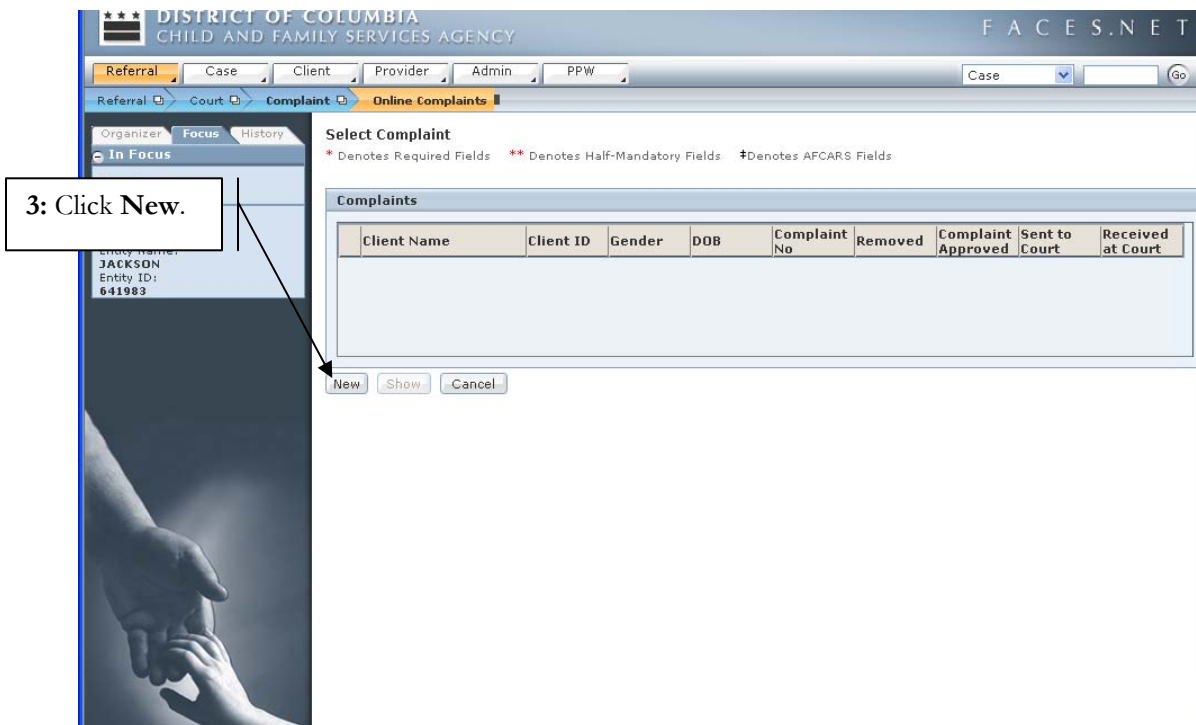
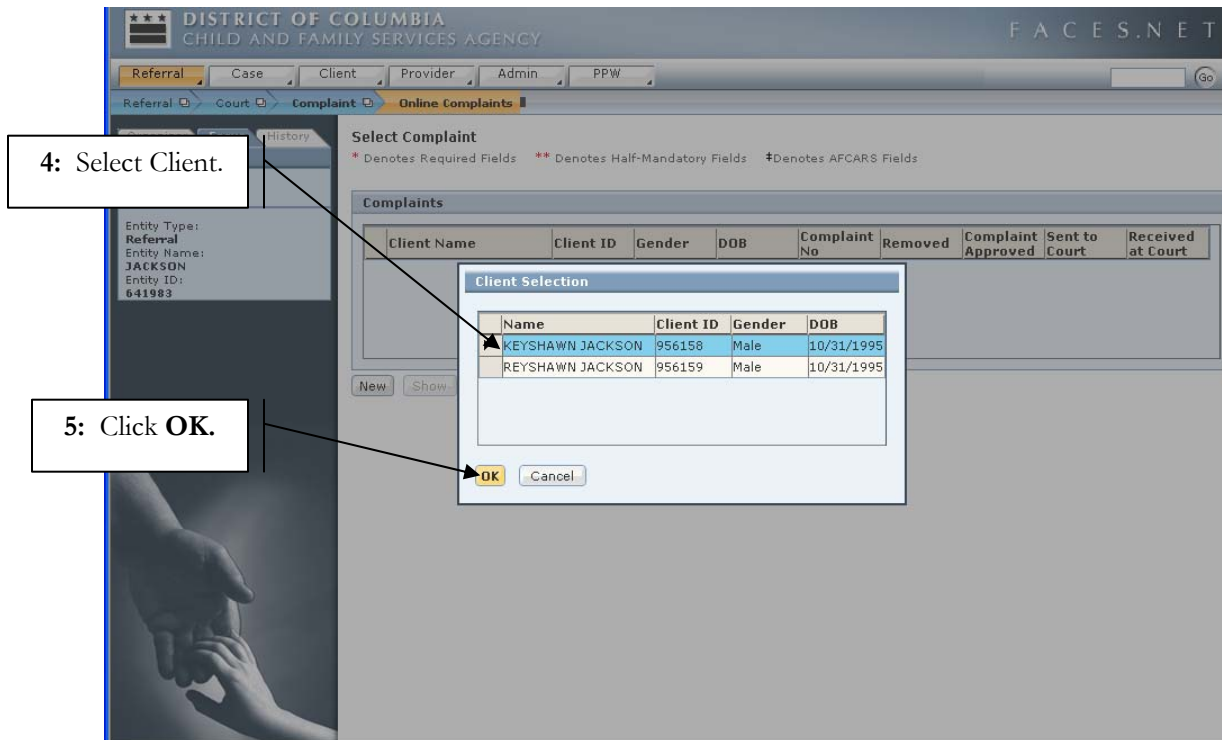


Figure 2

**Step 4:** Select client from the **Client Selection** pop-up window.

**Step 5:** Click **OK**.



**Figure 3**

**Step 6:** Enter **Removal Information** on the **Pre-Hearing Removal** tab.



**Note:**

- If you select **Child Removed**, you must click on the **Removal** button and complete the removal information.
- If child was not removed, select **Child Not Removed**. The Removal button will remain grayed out.

**Step 7:** Enter the date that the petition was filed in the **Date Petition Finalized** field.

**Step 8:** Enter the responsible Assistant Attorney General's name.



**Note:**

- Steps 7 and 8 are only required for a non-removal complaint.
- If the "**Date Petition Filed**" in Step 7 or the "**AAG Responsible for Petition**" in Step 8 are not entered for a non-removal complaint, your complaint can NOT be supervisory approved.
- If the "**Date Petition Filed**" or the "**AAG Responsible for Petition**" are not yet known, a draft version of the complaint can be printed and hand signed by your supervisor. This signed version can then be taken to the AAG meeting. After the AAG meeting, these two pieces of information can be entered so that your complaint can be approved in FACES.NET.

**Step 9:** Click on the **Removal** button. *The Removal screen will pop-up.*

**7: Enter Date Petition Finalized.**

**6: Enter Removal Information.**

**8: Enter AAG Responsible for Petition.**

**9: Click Removal.**

Entity Type: Client  
Entity Name: KEYSHAWN JACKSON  
Entity ID: 956158

Removal Information \*

☒ Child Removed  
☐ Child Not Removed

Date Petition Finalized: 07/09/2008

AAG Responsible for Petition: Bill Smith

Removal

New Save Missing Info Approval Preview Cancel

Figure 4

**Step 9a:** Complete all removal information on the three tabs located on the **Removal Screen** (see Figure 5).

**9a: Complete Removal information.**

Date Removed: 07/09/2008

Date Returned:

Date Child Removed From Caretaker\*: 07/09/2008

Time Removed: 10:00 AM/PM

Filing Date of Removal Petition: 07/07/2008

Date Order Was Entered: 07/08/2008

End of Care Date:

End of Care Reason:

Type Of Removal\*: Court-Ordered Removal

Voluntary Removal Reason:

Parent Signature Date:

Address of Parent/Guardian at Time of Removal:

New Save Cancel

Figure 5

**Step 10:** Click on **Maltreater Info** tab.

**Step 11:** The **Alleged Victim** will automatically pull over from the **Client Selection** window (see Figure 3).

**Step 12:** Select the **Alleged Maltreater** from the pick list.

**Step 13:** Select **Physical Abuse**, **Sexual Abuse**, or **Neglect** from **Category**.



**Note:**

- The Category selection will be based on previously entered allegations.
- If one or more Neglect allegation has been previously entered for the victim, the “Neglect” category will be available.
- If one or more Abuse allegation has been previously entered for this victim, then the “Physical Abuse” category will be available.
- If one or more Sexual Abuse allegation has been previously entered for this victim, then the “Sexual Abuse” category will be available.

**Step 14:** Select response to **Maltreater Arrested**.

**Figure 6**

**Step 15:** Select **Notice to Parent** (Alleged Maltreater) *Parent was notified to appear in Superior Court or Parent was not notified. If Parent was not notified to appear is selected, a response becomes mandatory.*

**Step 16:** Enter **Date Parent Notified**.

**Step 17:** Enter **Time** and select **AM or PM**.

**Step 18:** Select **Notification type** (*Written or Oral*).

**Step 19:** Click **Save**.

**Step 20:** Click on **Statement of Facts** tab.

**Step 20a:** Complete each **Narrative**.



**Note:**

- Before entering any narratives on this screen, if there are other complaints within this referral/case, a client name for whom that complaint exists will be listed in the “Copy Statement of Facts” box.
- If you do not want to begin entering the ‘Statement of Facts’ from scratch, you may select a client name in the “Copy Statement of Facts” box and click the “Copy From” button to automatically copy all statement of facts text from that clients complaint to this complaint.
- Selecting “**Copy From**” will automatically overwrite ALL boxes on this screen with the text from the complaint you are copying.

**Step 20b:** Complete each applicable **Narrative**.

**Step 20c:** Click on **Insert**.



**Note:**

- If you click on the insert button on the selected narrative a pre-defined response will populate in the narrative field.
- If you do not want to insert the pre-defined narrative, click on the text box you would like to enter and begin typing your narrative.

**Step 21:** Click **Save**.

Case

Client

Provider

Admin

PPW

Case

Go

Online Complaints

Select Complaint

Denotes Required Fields

Denotes Half-Mandatory Fields

Denotes AFCARS Fields

Pre-Hearing Removal

Maltreater Info

Statement of Facts

Detective Info/Other Matters

Copy Statement of Facts from the Selected Client Below

Copy From

Statement of Specific Danger

Ms. Jackson has repeatedly left the minor children in the home alone. Ms. Jackson is a known substance abuser and has drug trafficking in the home.

Time, Place, and Manner of Removal

The child(ren) were removed in open court by Judge Judy. The children were placed in the care and custody of CFSA.

Placement Prior to Court Order

Insert

Due to the emergency nature of the ...

The child(ren) were living in the home with Ms. Jackson (biological mom) prior to placement.

Custodians (if not parents listed above; i.e. individual acting in loco parentis)

N/A

Persons Notified (if not notified, list steps taken to locate and notify)

Ms. Jackson was notified of court hearing.

Medical Screening (if additional appointments, evaluations needed, list)

N/A

Recommendations for Conditional Release of Child to Parent

Insert

Conditions of Release-N/A. Services-N/A.

Shelter Care: Reasonable Efforts

Insert

Not Applicable.

Shelter Care: Reasonable Efforts Not Made

Insert

Due to the emergency situation and ...

Due to the emergency situation and imminent danger, it was determined that no reasonable efforts could be made to prevent the removal.

Shelter Care:Reasons Why Conditions of Release & Services Could Not Protect Child

Insert

Due to the emergency nature of the ...

N/A

Shelter Care: Relatives Resources(Describe relative resources if they exist)

Insert

1) Relative resources are not known...

1) Relative resources are not known at this time; they will be explored through a Family Team Meeting, if appropriate, or through other means. 2) Relative resources exist. They are as follows:

Current Placement

Insert

The child is currently placed in a ...

The child is currently placed in a CFSA approved foster placement.

Services Offered To Prevent Placement

Insert

Due to the emergency nature of the ...

Due to the emergency nature of the situation, no services could be offered to prevent placement.

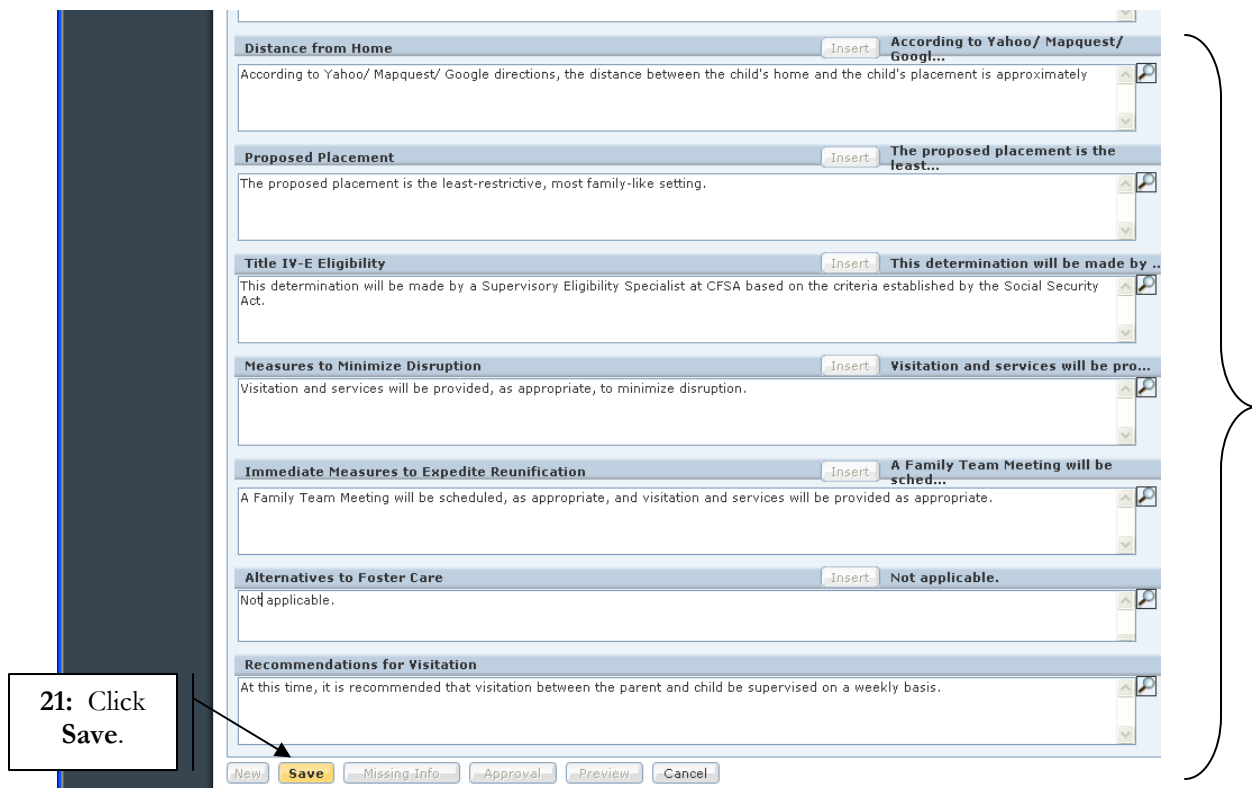
Results of the Investigation

It was found that Ms. Jackson was acting in a neglect capacity towards her minor children in the home. Ms. Jackson is a substance abuser and failed to provide adequate food and clothing for her minor children.

20: Click Statement of Facts tab.

20b: Click Insert.

20a: Complete each narrative.



**Distance from Home**  According to Yahoo/ Mapquest/ Google...

According to Yahoo/ Mapquest/ Google directions, the distance between the child's home and the child's placement is approximately

**Proposed Placement**  The proposed placement is the least...

The proposed placement is the least-restrictive, most family-like setting.

**Title IV-E Eligibility**  This determination will be made by ..

This determination will be made by a Supervisory Eligibility Specialist at CFSA based on the criteria established by the Social Security Act.

**Measures to Minimize Disruption**  Visitation and services will be pro...

Visitation and services will be provided, as appropriate, to minimize disruption.

**Immediate Measures to Expedite Reunification**  A Family Team Meeting will be sched...

A Family Team Meeting will be scheduled, as appropriate, and visitation and services will be provided as appropriate.

**Alternatives to Foster Care**  Not applicable.

Not applicable.

**Recommendations for Visitation**

At this time, it is recommended that visitation between the parent and child be supervised on a weekly basis.

Figure 7

**Step 22:** Click on **Detective Info/Other Matters** tab.

**Step 23:** Complete **Detective Information** in each field.

**Step 24:** Complete **Narrative information**.

**Note:**

- The **Other Court Numbers** section will automatically populate previously entered court numbers for a client to which prior court history exist.

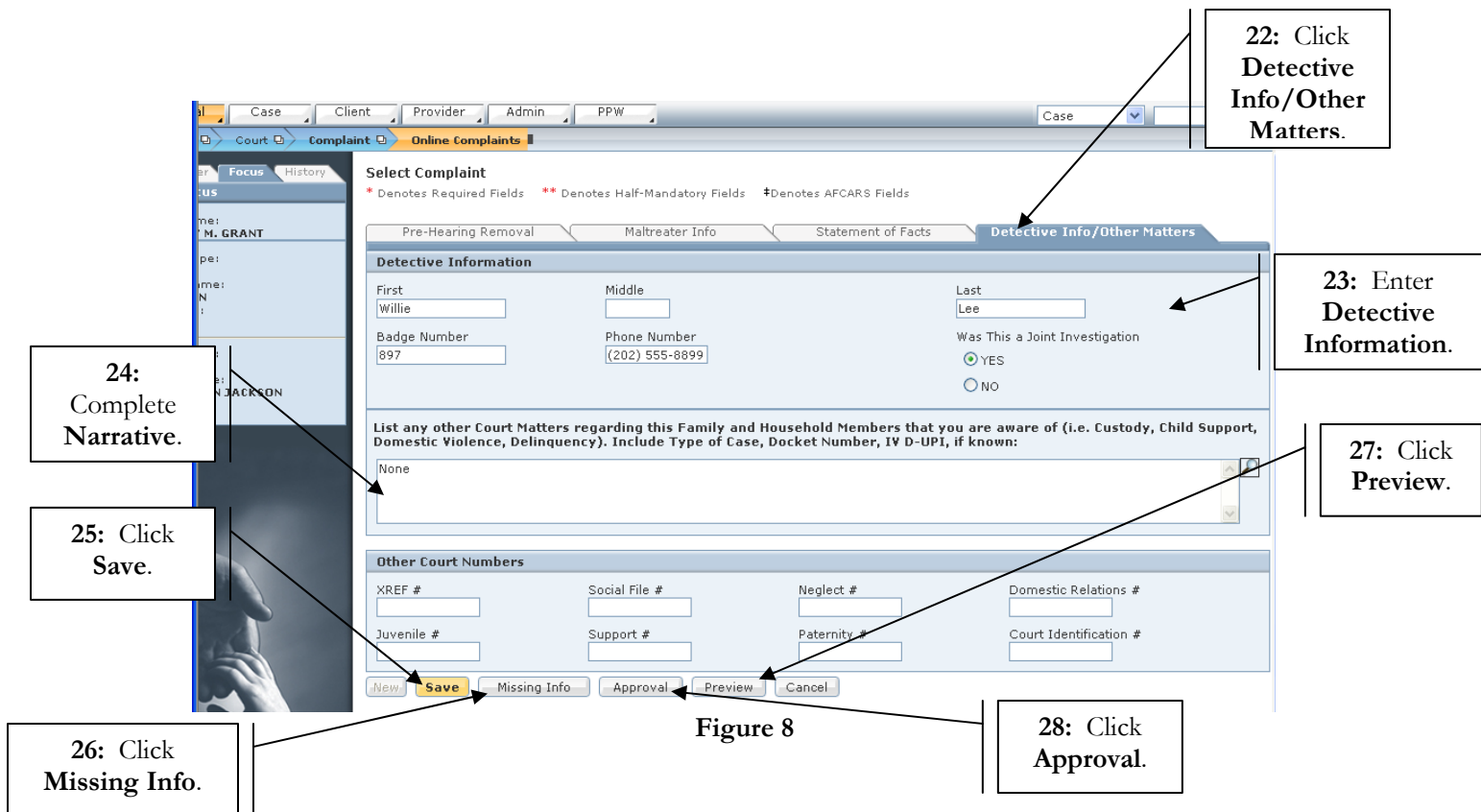
**Step 25:** Click **Save**

**Step 26:** Click **Missing Information**. *This feature is used to check for any missing information on the complaint form prior to requesting approval. It is not mandatory to select missing information.*

**Step 27:** Click **Preview**. *The Preview button is used to preview the complaint form. It is not mandatory to preview the form prior to requesting approval.*

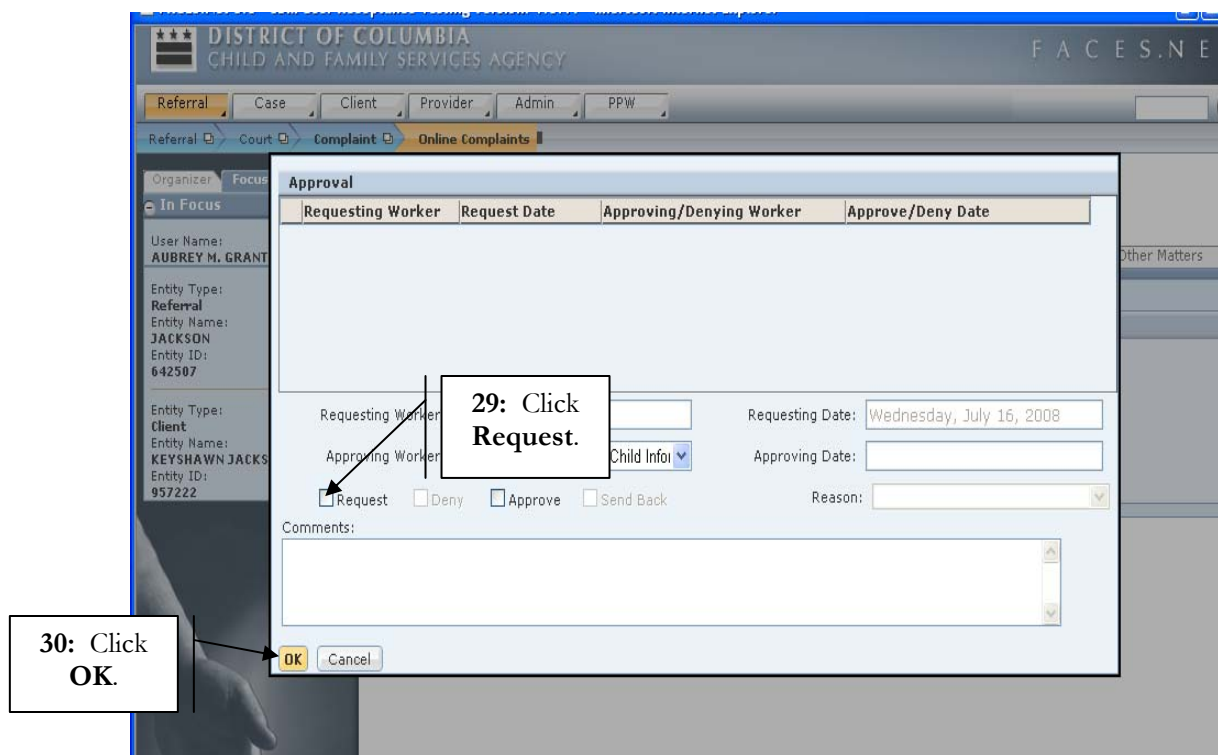
**Step 28:** Click on **Approval** button to request Supervisor's Approval.





**Step 29:** Click on **Request** box (See Figure 9)

**Step 30:** Click **OK**





**Note:**

- Once the worker requests approval, the request will be sent to the Supervisor's inbox for final approval.
- Once the request is approved by the Supervisor, the complaint form will be sent electronically through the Interface with DC Family Court. (Please be advised that the electronic submission functionality is on Hold until further notice.)
- A court hearing will be scheduled once the request is received by DC Family Court.